



DEFENSE
HEALTH AGENCY

HPOB

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**CHANGE 175
6010.56-M
MARCH 11, 2016**

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The Defense Health Agency has authorized the following addition(s)/revision(s).

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SUMMARY OF CHANGE(S): See pages 3 and 4.

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SUMMARY OF CHANGES

CHAPTER 1

1. Section 3:
 - a. Added language regarding referral processing accuracy standards.
 - b. Changed references to from TRICARE Management Activity (TMA) to Defense Health Agency (DHA).

CHAPTER 7

2. Section 1:
 - a. Updated the title of Section 1.
 - b. Added a definition of medical management.
 - c. Added language pointing the contractors to a Contract Data Requirement List (CDRL) for content of the Medical Management/Utilization Management Program Plan.
 - d. Added a process for approval of the Utilization Management Plan.
 - e. Clarified language regarding physician peer reviews.
 - f. Clarified language regarding concurrent reviews.
 - g. Added language pointing the contractors to a CDRL for quarterly focused review reports.
3. Section 4:
 - a. Updated language pointing the contractors to CDRLs.
 - b. Removed language regarding the review of the Clinical Quality Management Program plan (included the language in the CDRL).
 - c. Clarified language regarding the Clinical Quality Management Program Annual Report.
 - d. Changed references to DPPO to Clinical Support Division (CSD).
 - e. Clarified language for DHA participation in committee(s).
 - f. Added language to Clinical Quality Management Program functional requirements.
 - g. Added a performance standard for processing potential quality issues and points contractor to CDRL for reporting.
 - h. Clarified language for a quality intervention and points contractor to CDRL for reporting.
 - i. Updated the definition for a sentinel event to reflect the most current Joint Commission definition.

SUMMARY OF CHANGES (Continued)

CHAPTER 7 (Continued)

3. Section 4 (Continued):
 - j. Added language regarding peer review.
 - k. Added language and points contractor to CDRL for reporting Agency for Healthcare Research and Quality Patient Safety Indicators.
 - l. Added language regarding the Centers for Medicare and Medicaid Hospital Compare web site and points contractor to CDRL for reporting.

CHAPTER 24

4. Section 7. Correction from TOM Change 167 (Consolidated 15-003), published January 19, 2016.